



Federal Aviation Administration

Office Of The Chief Counsel

Office Of Dispute Resolution For Acquisition (ODRA)

ADR SURVEY RESULTS (Updated As of October 25, 2005)

General Information:

To date, ADR surveys have been sent to 480 participants in 193 cases that were resolved completely by the FAA Office of Dispute Resolution for Acquisition ("ODRA") through ADR. Of those, the ODRA received completed surveys from 141 participants (representing parties in 88 bid protests, 49 contract disputes, 2 Contests, and 2 other cases).

Survey Respondents included:

Protester/Contractor: 43

Counsel for Protester/Contractor: 21

Counsel for Awardee/Interested Party: 8

FAA Contracting Official: 18

FAA Agency Counsel: 42

Awardee/Interested Party: 7

TSA Agency Counsel: 2

ADR Techniques:

Technique	Total	Protests	Contract Disputes	Contests
Mediation	82	48	34	
Fact Finding	18	13	5	
Neutral Evaluation	33	28	5	
Minitrial	0	0	0	
Binding Arbitration	6	2	4	
Hybrid	13	9	3	1

Average Ratings for Individual ADR Elements in accordance with the following scale:

Excellent 1	Good 2	Neutral 3	Fair 4	Poor 5
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Fairness/Evenhandedness	1.38
Opportunity to State Your Case	1.29
Use of Fair and Consistent Procedures	1.39
Responsiveness/Timeliness	1.43
Economy/Cost/Resources Expended	1.45
Case Analysis and Facilitation of ADR by ODRA Neutral	1.44
Lack of Bias of ODRA Neutral	1.61

Overall Satisfaction with ODRA ADR Process:

Level of Satisfaction	Total	Protester/Contractor	Counsel for Protester/Awardee/Contractor	FAA Contracting Official	FAA Agency Counsel	Awardee/ Interested Party	TSA Agency Counsel
Very Satisfied	100	26	18	13	40	3	
Satisfied	32	10	9	4	5	3	1
Dissatisfied	4			3		1	
Very Dissatisfied	4	3		1			
No Rating	3	2			1		